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Exam : **HP2-E57**

Title : IT to Business Alignment -
HP Always On Support
Services

Version : DEMO

1.Which deliverables are NOT part of Proactive24? (Select two.)

- A.Semi-annual Support Planning Reviews delivered by the Account Support Manager (ASM)
- B.Quarterly Support Activity Review delivered by the Remote Support Account Advocate (RSAA)
- C.30 Proactive Select credits
- D.Semi-annual OS patching/hot fix analysis and management
- E.Semi-annual hardware firmware analysis and management
- F.Access to HP's Global Mission Critical Solution Center through Priority Recovery
- G.Annual System Health check

Answer: D, E

2.Which service(s) have been designed by HP to primarily support Industry Standard Servers (ISS) environments?

- A.Proactive Select
- B.Proactive 24
- C.Critical Advantage
- D.Critical Advantage and Critical Service
- E.Critical Advantage and Datacenter Care

Answer: C

3.What are the key elements of HP's "3 pillar approach" to meeting customer business requirements/service levels?

- A.The customer should have the same maturity level of Technology and Support Partnerships.
- B.The customer's service levels and technology require more investment.
- C.It is an approach to defining/clarifying service level requirements after infrastructure has been purchased.
- D.Demonstrate that the same level of Support Partnerships, ITSM maturity, and technology investment are required.

Answer: C

4.Which statements are general indicators of a good working relationship between business units and IT (i.e., good IT to Business Alignment)? (Select three.)

- A.Head of IT does not have a high status within the company organization.
- B.Service to end-users is a top IT priority.
- C.An IT strategy exists which closely supports the business strategy.
- D.IT focuses primarily on technology rather than business.
- E.The business believes that IT is a key strategic asset and business resource.
- F.Business users are not typically involved in IT projects.

Answer: C, E, F

5.From an HP/Partner perspective, what is NOT a main goal of the IT to Business Alignment Workshop?

- A.to align and appropriately recommend HP support services to meet customer requirements
- B.to provide the customer guidance on what IT infrastructure they should buy from HP
- C.to understand whether a customer's IT is delivering the appropriate service levels to meet business requirements

D.to provide a quick snapshot of the customer's IT Service Management process maturity

Answer: A